



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

REVISED

March 10, 2010

To: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

PROGRESS REPORT ON EFFICIENCY INITIATIVE

The Chief Executive Office has placed a high emphasis on departmental efficiencies over the past two years. To add focus to this effort, in May 2009, a formal Efficiency Initiative was launched to help address the County's increasingly serious fiscal situation due to overall economic downturn and significant funding reductions. Each department was instructed to form an efficiency team, with the goals of identifying ways to save money, streamline processes, and reduce operating costs. An Efficiency Initiative Website was created in November 2009 to share ideas and projects across departmental boundaries, monitor the progress of all efficiency projects currently underway, and track real dollar savings or cost avoidance. Via the Website, new ideas are solicited from departments and directly from the County's 100,000 employees for implementation consideration.

Following the Efficiency Initiative announcement, thousands of ideas were received and discussed through town hall-like assemblies and management meetings; the information was also shared via the Website. Over 400 projects have been initiated and are in various stages of implementation, with an estimated \$132 million in annual savings resulting from the Initiative. In addition, over 200,000 hours in annual labor savings are projected, without sacrificing the level of service to our constituents. Major savings realized thus far are:

- The Department of Health Services (DHS), through central management of pharmaceutical use and related initiatives, such as streamlining and standardizing drug formulary options and improving inventory management, achieved \$58.4 million in annual savings. This effort was initiated in July 2007.
- DHS initiated various efficiency measures, including monitoring their services and supplies expenditures, and minimizing purchase of fixed assets, resulting in ~~\$22.8~~\$11.6 million in annual ongoing savings while preserving critical services and resources. The various measures were initiated in January 2008. The Department of Children and Family Services (DCFS) initiated similar measures in August of 2008, resulting in annual savings of \$11.1 million.

"To Enrich Lives Through Effective And Caring Service"

***Please Conserve Paper – This Document and Copies are Two-Sided
Intra-County Correspondence Sent Electronically Only***

- The Department of Public Social Services assisted more than 1,000 General Relief (GR) participants to transition to Supplemental Security Income (SSI). An estimated \$7.3 million in net savings is realized from closed GR cases that transitioned into SSI, and savings from GR participants no longer accessing certain County services, such as emergency room and mental health services. This effort was initiated in September 2008.
- The Department of Mental Health reduced costs associated with the provision of medication to indigent clients by \$4.9 million in the first year by increasing coordinators to assist in facilitating clinic participation and expansion of industry-sponsored patient assistance programs to obtain medications. This effort was initiated in November 2008.
- The Internal Services Department, in collaboration with other County departments, systematically reviewed telephone line inventory without outbound usage. To date, 15,466 unneeded lines have been disconnected, realizing a \$2.62 million in annual savings. This effort was initiated in January 2008.
- DHS offered a payment plan option to self-paying patients for emergency room services, resulting in increased revenue of \$2.54 million. This effort was initiated in January 2008.
- DHS implemented measures to reduce security costs by \$1.64 million annually without jeopardizing patient security and workplace safety. These measures were initiated in July 2008.
- DHS instituted multiple education programs aimed at improving physician documentation to maximize reimbursement, resulting in a reduction in denied claims by \$1.36 million. These programs were initiated in January 2008.
- DHS saved \$956,000 through standardization of various supplies used throughout the organization, and another \$700,000 through reduction of paid overtime without impacting services. These measures were initiated in January 2008.
- The Public Library consolidated collections of government documents from eight locations down to one, and realized an annual savings of \$600,000. Eight additional libraries converted to a self-service model (total of 16 self-service libraries Countywide) where customers can check out books and pick up holds independently, thereby achieving another \$400,000 in annual savings (estimated \$50,000 per library annually). These programs were initiated in July 2009.
- DHS increased its collection of Medicare outpatient reimbursement amount by \$640,000 through improved documentation of services provided to patients. This effort was initiated in July 2008.
- The Fire Department eliminated their Service Center and transferred service calls of an immediate nature from their Operations and Administrative sites to the Project Management Section and District Project Managers, achieving \$480,000 in annual savings

by reducing administrative staff and contracted vendor costs. This effort was initiated in July 2009.

- DCFS instituted a Vehicle Loss Prevention Program and significantly reduced the Department's vehicle damage claim costs by \$102,000 from FY 2007-2008 to FY 2008-2009, with an estimated \$75,000 in ongoing savings. This effort was initiated in August 2008.

Other notable projects to date include the following, with annual savings amount listed unless otherwise indicated:

- Observation Billing Rate to Reduce Denied Days at DHS (\$1.17 million, initiated in July 2008).
- Community Health Plan Contract Renegotiations for disease management and behavioral health services at DHS (\$1.11 million, initiated in January 2009).
- Revised Staffing in Administrative Day Unit at DHS (\$653,000, initiated in July 2008).
- Reduction in Radiology Film Costs at DHS (\$628,000, initiated in January 2008).
- Reduction in Power Plant Operations/Maintenance at DHS (\$509,000, initiated in July 2008).
- Information Technology Operational Efficiencies at DHS (\$500,000, initiated in July 2008).
- Reduction in Physician Contracts at DHS (\$390,000, initiated in July 2008).
- Personal Property Appraiser Cross Training at Assessor (\$277,000, initiated in August 2009).
- Emergency Room Case Management Program at DHS (\$271,000, initiated in July 2008).
- Tertiary Collection Program at Treasurer and Tax Collector (\$375,000 savings to date, initiated in March 2009).
- Reduction of Pre-Placement Medical Exams Countywide at Chief Executive Office (\$255,000, initiated in January 2009).
- ExAct Maps for Assessment Appeals at Assessor (\$220,000, initiated in November 2009).
- Payoff Tenant Improvements at Mental Health (\$218,000, initiated in December 2009).

- Reduction of Print Notification through use of e-mail and electronic phone notification for overdue materials and items on hold at Public Library (\$210,000, initiated in September 2009).
- Consolidation of Area Agency on Aging Advisory Council and Commission on Aging into Commission for Older Adults by Community and Senior Services (\$115,000, initiated in September 2009).
- Switch of Testing Labs at DHS (\$112,000, initiated in December 2007).

In parallel, the County's Quality and Productivity Commission recently formalized their efforts to share departmental best practices by issuing a periodic shared practices list to all departments. This would further widen the application of efficient and effective practices developed by County departments and stimulate additional ideas. The most recent report is attached.

The preceding was achieved through the collective and dedicated efforts of staff at all levels of the department. In many instances, efficiency ideas were recommended by line/operations staff who are in the best position to identify efficiencies.

This Office will continue to solicit and pursue efficiency ideas from all levels, and encourage departments to implement them where feasible. If you have any questions or require additional information, please have your staff contact Ellen Sandt at (213) 974-1186 or esandt@ceo.lacounty.gov or Martin Zimmerman at (213) 974-1326 or mzimmerman@ceo.lacounty.gov.

WTF:ES:MKZ
FC:pg

Attachment

c: All Department Heads
Economy and Efficiency Commission
Quality and Productivity Commission

January 26, 2009

To: All Department Heads

From: William T Fujioka
Chief Executive OfficerAlgird G. Leiga, Chair
Quality and Productivity Commission
**County of Los Angeles
Quality and Productivity
Commission**

 565 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Telephone: (213) 974-1361

(213) 974-1390

(213) 893-0322

(213) 626-3890

Facsimile: (213) 626-3890

Website: <http://qpc.co.la.ca.us>**Chair**

Algird Leiga, PhD

1st Vice-Chair

William A. Sullivan, Esq.

2nd Vice-Chair

Jacki Bacharach

Chair Emeritus

Jaclyn Tilley Hill

Clayton R. Anderson

Viggo Butler

Evelyn M. Gutierrez

Nancy G. Harris

Patricia Johnson

Jeanne L. Kennedy

Huasha L. Liu

Gerald Nadler, PhD

Robert E. Sax, M.D.

Bud Treece

William C. Waddell, DBA

Joseph P. Wetzler

Executive Director

Ruth A. Wong, R.N., MPH

Program Manager

Mary E. Savinar

SHARED PRACTICES QUARTERLY REPORT

This report highlights practices used by departments to solve complex problems as they strive to create cost benefits and provide quality services to our residents. The Quality and Productivity Commission recognized these innovative practices through our Productivity Investment Fund or Productivity and Quality Awards.

An examination of the variety of methods and practices used by one team to solve problems can be an informative guide for others. The ideas in the attached examples highlight useful tools that we call shared practices. Examples of these practices gained from the identified projects include:

- Using available technology in new ways
- Leveraging private sector business practices
- Collaborating to deliver improved services
- Creating new ways to deliver services
- Telling our story

Sharing these practices will help you know what other departments are doing to solve problems that may be similar to yours. We also believe that sharing these practices will help generate new ideas to improve productivity and enhance the quality of County services.

To help you obtain additional information a contact person is identified for each of the shared practices examples. You will also find this report on the Quality and Productivity web site with a link to the detailed report for each of the examples.

We will continue to share practices with you and look forward to your comments. Contact Ruth A. Wong at (213) 974-1361 or rwong@ceo.lacounty.gov for more information.

WTF:AL:RW

Attachment

c: Deputy Chief Executive Officers



**"To enrich lives through
effective and caring service"**

We support plain language

**Please Conserve Paper – This Document and Copies are Two-Sided
Intra-County Correspondence Sent Electronically Only**

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

USING AVAILABLE TECHNOLOGY IN NEW WAYS		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
Wireless Traffic Management – It's the Real Thing Public Works (Productivity and Quality Awards Project)	<p>Problem: Coordinating and maintaining traffic signals</p> <p>Solution: The Wireless Communication System transmits data between traffic signal controllers and the Traffic Management Center using ethernet radios and broadband wireless technology.</p> <p>This system improves traffic signal synchronization, hastens repairs, and improves traffic flow and commuter safety.</p> <p>Results: Annual or One-Time Benefit: \$7,000,000</p>	Jane White Program Manager Public Works (626) 300-2020 jwhite@dpw.lacounty.gov
Video Medical Interpretation Rancho Los Amigos Nat'l Rehab Center/Language and Culture Resource Center (Productivity and Quality Awards Project)	<p>Problem: Providing linguistically and culturally appropriate healthcare services to a diverse population with 50% of patients demonstrating Limited English Proficiency.</p> <p>Solution: The Video Medical Interpreter (VMI) program improves access to linguistically and culturally appropriate healthcare services at County hospitals. The program is a cutting edge initiative which increases accessibility to qualified interpreters.</p> <p>Rancho joined the Health Care Interpreter Network, a hosted video/voice call center. Every point of patient contact can reach an interpreter on demand, 24 hours per day, 7 days per week, in 170 languages.</p> <p>Results: Benefits include improved quality of care by improving access to professional interpreters; increased communication and satisfaction; increased productivity; and cost savings.</p> <p>Annual or One-Time Benefit: \$250,230</p>	Lily Wong Program Manager Rancho Los Amigos Rehabilitation Center (562) 401-7424 lawong@dhs.lacounty.gov

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

USING AVAILABLE TECHNOLOGY IN NEW WAYS		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
Advanced Surveillance and Protection-ASAP Sheriff (Productivity and Quality Awards Project)	<p>Problem: Law enforcement personnel need to rapidly and accurately check for stolen and wanted vehicle license plates while engaged in normal patrol duties. The outdated manual method of checking information restricted the ability to gather and share information essential to criminal investigations.</p> <p>Solution: ASAP provides "real time" information to identify wanted vehicles. This system records licenses, digital photographs, time and date, and Global Positioning. The information is stored in a centralized database.</p> <p>Results: This powerful tool increases the ability to check license plates in an eight-hour shift from hundreds to thousands.</p> <p>Annual or One-Time Benefit: \$564,000</p>	Eric Conway Program Manager Sheriff (562) 345-4473 ewconway@lasd.org
Enterprise Master Person Index (EMPI) Health Services, Mental Health and Children and Family Services (Productivity Investment Fund Project - \$1.8 million grant, contingent on funding from CEO and CIO Technology Funds)	<p>Problem: Information sharing between County departments</p> <p>Solution: Health Services, Mental Health and Children and Family Services collaborative - Master Person Index helps ensure public safety and prevents fraudulent activity.</p> <p>This enterprise system is a first step towards automating client information sharing. The departments will provide 50% of the funds necessary for hardware and software licenses and consulting services. Remaining funds will be requested through the CEO and CIO Technology Funds.</p> <p>Results: Improves operational workflow and service delivery</p>	Sanmay Mukhopadhyay Program Manager Health Services (213) 240-8128 smukhopadhyay@dhs.lacounty.gov

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

USING AVAILABLE TECHNOLOGY IN NEW WAYS		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
Improved Processing of Death Certificates Coroner with Public Health and Internal Services (Productivity and Quality Awards Project)	<p>Problem: Manually processing Death Certificates was too slow.</p> <p>Solution: Public Health, the Coroner, and Internal Services established a team to adapt and improve the state-developed Electronic Death Registration System (EDRS) for local use.</p> <p>Results: EDRS improves the quality and consistency of data. Death Certificates can be created and registered in a few weeks rather than several months. It improves services to mortuaries and funeral homes, and ultimately, to families at their time of loss.</p>	Silvia L. Gonzalez Program Manager Coroner (323) 343-0516 sgonzalez@coroner.lacounty.gov
Pico Rivera Station Vandalism Enforcement Team First District with Sheriff, Probation, DA, Public Works, County Counsel and City of Pico Rivera (Productivity and Quality Awards Project)	<p>Problem: Graffiti</p> <p>Solution: The First District joined forces with the Sheriff, the District Attorney, Public Works and the City of Pico Rivera, to form the Vandalism Enforcement Team (V.E.T.) to combat graffiti and the violent crime that so often follows.</p> <p>Using the Graffiti Tracker internet based program, probation tools and innovative investigative techniques, team members have arrested over 160 individuals. In addition to vandalism charges, suspects have been charged with firearms possession, probation and parole violations, stolen property and possession of narcotics. Adjudicated cases have a 100% conviction rate. Violators are referred, along with their parents, to counseling and other programs to help prevent recidivism.</p> <p>Results: During the pilot program, there was a significant drop in the violent crime rate and gun-related crimes. This program led to an ordinance change focusing on accountability and restitution.</p>	Sergeant Anthony Romo Program Manager Sheriff (562) 949-2421 Ext. 2404 aromo@lausd.org

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

USING AVAILABLE TECHNOLOGY IN NEW WAYS		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
Performance Evaluation Management System (PEMS) Alternate Public Defender (Productivity and Quality Awards Project)	<p>Problem: Streamlining Performance Evaluations</p> <p>Solution: The Performance Evaluation Management System (PEMS) efficiently creates, tracks, and distributes performance evaluations. It allows APD managers and HR staff to complete all evaluations in a virtual environment, with automated email reminders to keep Raters and Reviewers on deadline. Hard copies of Performance Evaluations are distributed only when the virtual rating and review process is complete.</p> <p>Results: Annual or One-Time Benefits: \$57,000</p>	Jordan Yerian Program Manager Alternate Public Defender (213) 893-2042 jyerian@apd.lacounty.gov
ILS: On Time and On Budget-KUDOS Library Staff Public Library with Chief Information Office and Internal Services (Productivity and Quality Awards Project)	<p>Problem: Replacing the outdated 20-year-old circulation system and train staff to use the system.</p> <p>Solution: The new Integrated Library System (ILS) went from a 20 year old automated system to a fully integrated multifunctional one. County Counsel, the Chief Information Office, and Internal Services Department collaborated with the Library to implement this project. The Library established hands-on training centers and conducted classes for hundreds of staff. In May, 2008, Library trainers held on-line training classes for 1,500 staff.</p> <p>Results: Annual or One-Time Benefit: \$1,500,000</p>	Miguel Acosta Program Manager Public Library (562) 940-8553 macosta@library.lacounty.gov

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

USING AVAILABLE TECHNOLOGY IN NEW WAYS		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
21st Century Patrol Car Sheriff (Productivity and Quality Awards Project)	<p>Problem: Car accidents during code 3 pursuits kill police officers more often than all other ways combined. The "21st Century Patrol Car," pairs traditional policing with 21st century technology.</p> <p>Solution: This project takes an existing police patrol car and outfits it with a state-of-the-art global positioning system (GPS). This provides for immediate recognition of closeness to a critical event. It also has a modern communications system that connects to surrounding public safety or law enforcement agencies. A data retrieval system enables nationwide access to law enforcement information, and a traffic collision avoidance system provides enhanced pursuit management capabilities.</p> <p>Results: Annual or One-Time Benefit: \$5,861,097</p>	Richard Weintraub Program Manager Sheriff (323) 526-5378 rmweintr@lasd.org

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

LEVERAGING PRIVATE SECTOR BUSINESS PRACTICES		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
DHS System-wide Pharmaceutical Management Health Services (Productivity and Quality Awards Project)	<p>Problem: High costs of pharmaceuticals, increasing need for the pharmaceuticals and decreasing budget</p> <p>Solution: Challenged with increasing costs of pharmaceuticals for the indigent population and the loss of Federal drug pricing in comprehensive health center pharmacies, Health Services developed a pharmacy strategic plan to manage rising costs. This plan focuses on centralized drug formulary management, oversight of all pharmacy purchases, identification of opportunities for contract negotiations, and use of manufacturer patient assistance programs.</p> <p>Results: Annual or One-Time Benefit: \$46,180,000</p>	Amy Gutierrez, Pharm.D. Program Manager Health Services (213) 240-7717 agutierrez@dhs.lacounty.gov
Lease Transfer Fee: An Innovative Partnership Beaches and Harbors (Productivity and Quality Awards Project)	<p>Problem: Marina del Rey was developed in the early 1960s with long-term leases (up to 60 years) between the County and developers. Historically, the County held the land, the lessee improved the properties, and the County participated in the revenues. However, when leaseholds were sold, the County did not participate in the value.</p> <p>Solution: The Lease Transfer Fee enables the County to participate in the proceeds when a leasehold is sold or lessee purchased.</p> <p>Results: Annual or One-Time Benefit: \$22,000,000 with potential increases</p> <p>DBH is proud to have won a 2008 NACo Achievement Award: Best of Category, one of only 14 of the most outstanding county model programs so honored.</p>	Gary Brockman Program Manager Beaches and Harbors (310) 305-1439 gbrockman@bh.lacounty.gov

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

LEVERAGING PRIVATE SECTOR BUSINESS PRACTICES		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
Information Technology Shared Services (ITSS) Internal Services with Chief Info. Office (Productivity and Quality Awards Project)	<p>Problem: Local Information Technology initiatives have created independent infrastructure environments. Each infrastructure environment maintains the same common information technology components such as business systems and applications. Many departments have difficulty maintaining the environment due to product lifecycles, personnel, and budgetary restrictions.</p> <p>Solution: IT Shared Services consolidated and centralized IT functions for 12 small-to-medium sized departments. The program increases efficiency, improves security and redundancy, and reduces costs for common functions such as e-mail and messaging, desktop support, as well as file and print consolidation. Services are complimented by a 24/7 Centralized Help Desk providing a single point of contact for managing and tracking all end-user requests.</p>	Kurt McCullough Program Manager Internal Services (562) 940-2667 kmccullough@isd.lacounty.gov

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

COLLABORATING WITH OTHERS TO DELIVER IMPROVED SERVICES		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
Multi-disciplinary Assessment Team (MAT) Children and Family Services with Mental Health (Productivity and Quality Awards Project)	<p>Problem: All too often children enter out-of-home care without specific knowledge of any specialty needs. They are placed in foster homes on an emergent basis giving the Department of Children and Family Services little time to match the caregiver's capabilities with the child's needs.</p> <p>Solution: The Multidisciplinary Assessment Team (MAT) Program is a collaboration between Children and Family Services, Mental Health and community mental health service providers. Each child entering foster care has an immediate mental health assessment. Once a need is identified, MAT offers appropriate linkages to services, treatment, follow-up and support.</p> <p>Results: Two key outcomes are increased safety and decreased timelines to permanency. Untreated mental health issues can result in behaviors that ultimately lead to placement disruption. This program closes the gap for children who could otherwise fall through the cracks of the child welfare system.</p>	Laura Andrade, Ph.D. Program Manager Children and Family Services (213) 738-2667 andral@dcfs.lacounty.gov
Women's Reintegration Services Sheriff with Mental Health, Public Social Services, Children and Family Services, and Child Support Services (Productivity and Quality Awards Project)	<p>Problem: Recidivism. Many inmates return to previous behaviors once they are released from prison.</p> <p>Solution: Women's Reintegration Services Project links soon-to-be-released inmates with public and private service agencies in a one-stop women's reintegration facility. The Project houses multiple departments: Mental Health; Children and Family Services; Public Social Services; and Child Support Services.</p> <p>Results: The services reduce the likelihood of recidivism for released inmates. With the right services, many of these inmates have the potential to become productive citizens.</p>	Karen S. Dalton, DrPH, CJM Program Manager Sheriff (213) 893-5882 ksdalton@lasd.org

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
<p>Patient Visit Redesign in Ambulatory Care Clinic Rancho Los Amigos Nat'l Rehab Center (Productivity and Quality Awards Project)</p>	<p>Problem: Lengthy outpatient visit times.</p> <p>Solution: The Patient Visit Redesign project changes the outpatient visit to a patient-focused experience, reducing wait time, and increasing productivity and revenue.</p> <p>The key to success is forming patient-centered care teams to deliver efficient medical care while the patient is in the exam room. This innovative patient care model eliminates wait times and increases direct provider-patient interaction. This team approach to patient care improves collaboration and produces greater patient and staff satisfaction.</p> <p>Results: Annual or One-Time Benefit: \$858,000</p>	<p>Jorge Orozco Program Manager Health Services, Rancho Los Amigos (562) 401-7022 jorozco@dhs.lacounty.gov</p>
<p>Breathmobile Health Services with LAUSD and Asthma and Allergy Foundation of America (Productivity and Quality Awards Project)</p>	<p>Problem: Asthma care is often reactive. This program restructures asthma care from reactive rescue care to proactive preventive care.</p> <p>Solution: The Breathmobile, a mobile clinic, visits selected schools throughout the County on a regular basis. Interdisciplinary teams of asthma care specialists provide regular and continuing care to children at the school. Children who remain in the program for one year have a 76% reduction in hospitalization and 62% reduction in emergency visits, and a 75% reduction in missed school days from asthma.</p> <p>Results: Annual or One-Time Benefit: \$1,156,800</p>	<p>Kenny Kwong, MD Program Manger Health Services (323) 226-3813 kkwong@dhs.lacounty.gov</p>

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
<p>Improved Medication Safety for Pediatric Patients Health Services (Productivity and Quality Awards Project)</p>	<p>Problem: It is difficult to control errors associated with the administration of medication to infants and children. This is significant because of their small size and weight. National statistics have shown that standardizing medication concentrations reduces errors.</p> <p>Solution: Harbor-UCLA Medical Center, led an interdisciplinary team which designed, implemented, and evaluated a program addressing the complex process of prescribing, dispensing and administering continuous infusion medications using standardized concentrations. The team coordinated evaluations, created worksheets to help with calculations, developed a drug software library, coordinated training, and developed policies and procedures.</p> <p>Results: Harbor-UCLA now has a comprehensive pediatric medication program that uses standardized concentrations for continuous infusion medications for infants and children. This will help save the lives of this vulnerable population.</p>	<p>Robin Watson, RN Program Manager Health Services (310) 222-3269 rowatson@dhs.lacounty.gov</p>
<p>TIES for Families Mental Health (Productivity Investment Fund Project - \$170,551 grant)</p>	<p>Problem: Parents are often challenged by the behavioral problems of their children.</p> <p>Solution: This Mental Health Prevention and Early Intervention model equips parents with the latest evidence-based behavior management skills.</p> <p>Results: State of the art services:</p> <ul style="list-style-type: none"> - Reduces the need for costly interventions - Generates cost savings - Increases revenue 	<p>Karen Rathburn, Ph.D. Program Manager Mental Health (310) 533-6611 krathburn@dmh.lacounty.gov</p>

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
Point of Dispersal Containers, Equipment, and Supplies Office of Public Safety (Productivity Investment Fund Project - \$36,000 grant)	Problem: Emergency situations may destroy centrally located equipment and supplies or block roads, preventing the transport of supplies. Solution: The Emergency Preparedness project provides for multiple storage locations and supplies which will serve as points of dispersal throughout the County. Results: Enhances service delivery during a disaster or other major catastrophic emergency.	Captain Michael O'Shea Program Manager Public Safety (310) 222-3308 moshea@police.lacounty.gov

Chief Executive Office
Quality and Productivity Commission
Shared Practices 2008-09
2nd Quarter

TELLING OUR STORY		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
Fallen Officer Recognition Program Sheriff (Productivity and Quality Awards Project)	<p>Problem: Connecting law enforcement recruits to the community.</p> <p>Solution: The Fallen Officer Recognition Program provides for symbolic adoption of an officer killed in the line of duty by a LA County Sheriff's Academy class. This program connects those who have committed the ultimate sacrifice with those who are entering the profession. Throughout the course, the class dedicates its effort in honor of a fallen officer. It holds fund-raising activities to support the surviving children of these heroes and culminates the Academy training with a six-mile "Colors Run."</p> <p>Results: Strengthens bonds between the law enforcement community and the citizens they serve.</p>	Gregory L. Adams Program Manager Sheriff (562) 946-7801 gladams@lasd.org
Play for Life Parks and Recreation (Productivity Investment Fund Project - \$135,000 grant)	<p>Problem: Lack of public awareness of County parks and recreational activities.</p> <p>Solution: A public information and marketing campaign. Promotes health, wellness and recreational resources for County residents.</p> <p>Results: Enhances the department's mission to promote health, wellness, quality of life and provide recreational resources.</p>	Imee Perius Program Manager Parks and Recreation (213) 738-2963 iperius@parks.lacounty.gov